

# DIRECTORATE FOR TECHNICAL SERVICES AND SUPPORT

## CUSTOMER REQUIREMENTS SURVEY

OBJECTIVE: PROJECT NEEDS TO ENSURE  
RESPONSIVENESS TO INTELLIGENCE  
PRODUCTION

0028201

DIRECTORATE FOR TECHNICAL SERVICES AND SUPPORT

CONSUMER REQUIREMENTS SURVEY

(NOTE: For general assistance in completing this survey please contact the Administrative and Management Services Division, RTS-1, on 695-1040.)

GENERAL

1. Name of Office PROJECT CENTER LANE Location(s) FT. MEADE, MD.
2. Current size (including detailees, contractors, and overages) 9
3. Projected Size: 12. When will this size be reached? FY86
4. How many billets do you estimate will be reassigned from other DIA organizations? NONE

SECURITY

Will our personnel need special clearances to be fully responsive to your needs (Examples: Printers, Graphics personnel, Photo Services)? (Check one)

no

yes. Describe \_\_\_\_\_

SG1A

✓ yes. Please have your security officer contact \_\_\_\_\_

on \_\_\_\_\_

(NAME)

(telephone)

SG1J

(NOTE: For technical assistance in completing this section please contact the Central Reference Division, RTS-2, on 692-6677.)

REFERENCE SERVICES

1. Do you estimate that your office will need copies of older Intelligence Reports? (Retrospective Retrieval)

no

yes; please estimate your needs:

Greater than 300 per FY. Approximate number? \_\_\_\_\_

Between 200 and 300 per FY

Between 100 and 200 per FY

Between 50 and 100 per FY

Less than 50 per FY

2. For what percent of intelligence reports (other than initial distribution) Do you estimate that you will want photo attachments or other enclosures if available?

none

yes; please estimate your needs:

Greater than 90%

Between 75% and 90%

Between 50% and 75%

Between 25% and 50%

Less Than 25%

rarely Approved For Release 2001/03/07 : CIA-RDP96-00788R001500090003-5

3. Will your office have requirements for reference documents including intelligence publications, microfiche, periodicals and open source materials. (Do not include initial distribution/dissemination requirements.)

no

yes; please estimate your needs:

Greater than 300 per FY approximate number \_\_\_\_\_

Between 200 and 300 per FY

Between 100 and 200 per FY

Between 50 and 100 per FY

Between 10 and 50 per FY

Less than 10 per FY

4. Do you believe that your office will sponsor contractor personnel who will have need to use the library (in person or by document requests)?

none anticipated

yes. How many contractor personnel \_\_\_\_\_. Of these \_\_\_\_ will be assigned to work in the library space physically? UNKNOWN

5. Will your office request library personnel to research classified (DIAOLS/SAFE) or unclassified (commercial) data bases?

no

yes; please estimate your needs:

Greater than 30 times per FY

Between 10 and 30 times per FY

Less than 10 times per FY

6. Do you estimate that your office will be a separate customer account for intelligence products and register requirements for specific types of information.

no

yes; please estimate your needs:

one account

accounts

7. Would you expect additional or new customers not currently receiving DIA products to be generated as a result of establishment of your office?

no

yes; how many? \_\_\_\_\_

8. Do you anticipate use of translation services? (Answer A or B whichever is easier)

no

yes; please estimate your needs using A or B whichever is easier.

A.  Greater than 50,000 words per FY      OR      B.  Greater than 1000 pages per FY  
 Between 25,000 words and 50,000 words per FY       Between 500 and 1000 pages per FY  
 Between 10,000 words and 25,000 words per FY       Between 100 and 500 pages per FY  
 Less than 5,000 words per FY       Less than 100 pages per FY

What Languages? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(NOTE: For technical assistance in completing this section, please contact the Photographic Products and Technical Services Division, RTS-3, on 695-1020.)

PHOTOGRAPHIC SERVICES

1. Will establishment of this project/program require new imagery collection?

no (please go to question 7)

yes (please go to question 2)

2. What types of additional Imagery do you believe your office will generate? (check as many as apply)

Aerial Film - Color (go to question 3)

Aerial Film - Black and White (go to question 4)

Handheld - Color (go to question 5)

Handheld - Black and White (go to question 6)

SCI Imagery

3. Aerial Film - Color

A. What percent do you believe will arrive in DIA:

undeveloped

developed

B. How many rolls do you estimate?

- Greater than 200      approximate number? \_\_\_\_\_
- Between 150 and 200
- Between 100 and 150
- Between 50 and 100
- Between 25 and 50
- Less than 25

Can you give us the spool size?

- 250 feet
- 500 feet
- Other \_\_\_\_\_

4. Aerial Film (Black and White)

A. What percent do you believe will arrive in DIA:

- undeveloped
- developed

B. How many rolls do you estimate per FY?

- Greater than 200      approximate number? \_\_\_\_\_
- Between 150 and 200
- Between 100 and 150
- Between 50 and 100
- Between 25 and 50
- Less than 25

Can you give us the spool size?

- 250 feet
- 500 feet
- Other \_\_\_\_\_

5. Handheld - Color

A. What percent do you believe will arrive in DIA:

undeveloped

developed

B. How many rolls do you estimate per FY?

Greater than 200      approximate number? \_\_\_\_\_

Between 150 and 200

Between 100 and 200

Between 50 and 100

Between 25 and 50

Less than 25

6. Handheld (Black and White)

A. What percent do you believe will arrive in DIA:

undeveloped

developed

B. How many rolls do you estimate per FY?

- Greater than 200      approximate number? \_\_\_\_\_
- Between 150 and 200
- Between 100 and 150
- Between 50 and 100
- Between 25 and 50
- Less than 25

7. Do you believe your office will need finished Photographic Products?

no

yes; please check as many as apply and complete the appropriate sections.

- Selected Enlargements from SCI Imagery (go to question 8)
- Whole Roll Duplicate Positives from Aerial Negatives (go to question 9)
- Selected Frames of Duplicate positives (go to question 10)
- 35MM Color Slides (go to question 11)
- Color Prints (go to question 12)
- Selected Intelligence Report Photo Attachments (excluding initial distribution) (go to question 13)
- Other (describe) \_\_\_\_\_
- None (go to question 14)

8. SCI Enlargements

Greater than 500 per FY      Approximate number? \_\_\_\_\_  
 Between 400 and 500 per FY  
 Between 300 and 400 per FY  
 Between 200 and 300 per FY  
 Between 100 and 200 per FY  
 Between 50 and 100 per FY  
 Less than 50 per FY

9. Whole Roll Duplicate Positives From Aerial Negatives

Greater than 200 rolls per FY      Approximate number? \_\_\_\_\_  
 Between 150 and 200 Rolls per FY  
 Between 100 and 150 Rolls per FY  
 Between 50 and 100 Rolls per FY  
 Between 25 and 50 Rolls per FY  
 Less than 25 Rolls per FY

10. Selected Frames of Duplicate Positives.

Greater than 500 per FY      Approximate number? \_\_\_\_\_  
 Between 400 and 500 per FY  
 Between 300 and 400 per FY  
 Between 200 and 300 per FY  
 Between 100 and 200 per FY  
 Between 50 and 100 per FY  
 Less than 50 per FY

11. 35MM Color Slides.

Greater than 500 per FY      Approximate number? \_\_\_\_\_  
 Between 400 and 500 per FY  
 Between 300 and 400 per FY  
 Between 200 and 300 per FY  
 Between 100 and 200 per FY  
 Between 50 and 100 per FY  
 Less than 50 per FY

12. Color Prints

Greater than 500 per FY      Approximate number? \_\_\_\_\_  
 Between 400 and 500 per FY  
 Between 300 and 400 per FY  
 Between 200 and 300 per FY  
 Between 100 and 200 per FY  
 Between 50 and 100 per FY  
 Less than 50 per FY

13. Selected Intelligence Report Photo Attachments

Greater than 500 per FY      Approximate number? \_\_\_\_\_  
 Between 400 and 500 per FY  
 Between 300 and 400 per FY  
 Between 200 and 300 per FY  
 Between 100 and 200 per FY  
 Between 50 and 100 per FY  
 Less than 50 per FY

14. Do you believe that your office will be requesting searches for Aerial Photo Coverage of Geographic Points/Areas?

no

yes; please complete A and/or B as appropriate.

A. Search and Computer Print-out only of Geographic Points/Areas

Greater than 100 per FY      Approximate number of requests? \_\_\_\_\_  
 Between 50 and 100 per FY  
 Between 25 and 50 per FY  
 Less than 25 per FY  
 None

B. Search, Selection, and Photo Products

Greater than 100 per FY      Approximate number of requests? \_\_\_\_\_  
 Between 50 and 100 per FY  
 Between 25 and 50 per FY  
 Less than 25 per FY  
 None

15. Do you estimate that you will need a photographer for ceremonies, awards or retirements/

no

yes; please estimate your need:

Greater than 50 per FY      Approximate number? \_\_\_\_\_

Greater than 30 and less than 50 per FY

Greater than 10 and less than 30 per FY

Less than 10 per FY

(NOTE: For technical assistance in completing this section please contact the Publication and Presentation Division, RTS-5, on 692-5936.)

PRESENTATION AND BRIEFING AIDS

1. Do you believe that your office will need briefing aids?

no

yes; please estimate what percent of your need would be in each of the following formats:

50 % 35MM Slides

50 % Vu-graphs

% Briefing Boards

% Television/video tapes

% Artist's Renderings

2. Do you estimate that your briefing aid requirements per FY would be:

Greater than 5000 per FY. Approx. No.? \_\_\_\_\_  Between 300 and 500 per FY  
Between 3000 and 5000 per FY  Between 100 and 300 per FY  
Between 1000 and 3000 per FY  Less than 100 per FY  
Between 500 and 1000 per FY  None

NOTE: For technical assistance in completing this section please contact the Publication and Presentation Division, RTS-5, on 692-5936.)

PUBLICATIONS AND PRINTING

1. Do you believe that your organization will publish?

no

yes; please check as many as apply.

New recurring Intelligence Publications

Non-Recurring or 1-Time Intelligence Publications

New Recurring Non-Intelligence Publications (e.g. manuals, instructions, etc.)

Non-Recurring or 1-Time Non-Intelligence Publications

2. Could you estimate how many total new publications/issues per FY?

Greater than 200 approximate number?       

Between 150 and 200

Between 100 and 150

Between 50 and 100

Between 25 and 50

Between 10 and 25

Between 1 and 10

3. Do you believe that your text will be supported by:

Photographs

Maps

Tables, charts or other business graphics

4. Do you believe that multi-color printing will be required?

no

yes; how many colors? \_\_\_\_\_

5. Can you provide more detail? If so, please complete A or B.

A. Fill in for each new publication:

( \_\_\_\_\_ ) x ( \_\_\_\_\_ ) x ( \_\_\_\_\_ )

Avg pages per issue    # of issues per FY    Number of copies/customers

( \_\_\_\_\_ ) x ( \_\_\_\_\_ ) x ( \_\_\_\_\_ )

Avg pages per issue    # of issues per FY    Number of copies/customers

(\_\_\_\_\_) x (\_\_\_\_\_) x (\_\_\_\_\_) x (\_\_\_\_\_)

Avg pages per issue      # of issues per FY      Number of copies/customers

(\_\_\_\_\_) x (\_\_\_\_\_) x (\_\_\_\_\_) x (\_\_\_\_\_)

Avg pages per issue      # of issues per FY      Number of copies/customers

(\_\_\_\_\_) x (\_\_\_\_\_) x (\_\_\_\_\_) x (\_\_\_\_\_)

Avg pages per issue      # of issues per FY      Number of copies/customers

OR

B. Approximate/Ballpark number of pages per FY (check one)

1000

5000

10,000

25,000

50,000

100,000

500,000

750,000

1,000,000

can you be more specific? \_\_\_\_\_

6. Do you believe that your publications will be listed in the Defense Intelligence Production Schedule (DIPS)?

yes

no

7. Do you believe that your office will need dissemination lists of customers who have a requirement for products on your subjects?

no

yes

Greater than 10 per year (approximate number? \_\_\_\_\_)

1-10 per year

8. Do you project publishing Agency-wide memorandums, announcements, or DIA Bulletin Items?

no

yes; please complete as follows:

Regularly more than 25 per year--approximately how many? \_\_\_\_\_

Limited (11-25 per FY)

Occasionally (Less than 10 per FY)

(NOTE: For technical assistance in completing this section please contact the Logistics and Engineering Services Division, RTS-6, on 695-9458.)

LOGISTICS AND ENGINEERING SERVICES

1. Do you expect members of your office to travel?

no

yes; please complete the following:

A. Travellers per FY. (Example: 1 person making 3 trips is 3 travelers)

Greater than 250 give approximate number?         
 Between 150 and 250

Between 50 and 150  
 Between 25 and 50

Between 10 and 25  
 Between 1 and 10

C. How many different travel orders do you estimate that these "travelers" will need? (Example: 5 people going to same destination at same time are on 1 travel order) 50

B. Percent of travelers travelling abroad

Greater than 75%  
 Between 50% and 75%  
 Between 25% and 50%  
 Between 10% and 25%  
 Between 1% and 10%

None

2. Do you believe your office will have any moves? (Other than to the DIAC)

no

yes, from where to where?

3. Do you anticipate any office construction/remodelling/painting or do you need any special space or location? (e.g. special space for computers or need to be close to some other office)

no

yes describe:

4. Are you acquiring additional equipment, furniture or other nonexpendable property in the next 12 months?

no

yes; please complete the following:

Greater than 200 items approximate number?

Between 100 and 200 items approximate number?

Between 50 and 100 items approximate number?

Less than 50 items

(NOTE: For technical assistance in completing this section please contact the Administrative and Management Services Division, RTS-1, on 695-1040.)

## 5. Do you have a copier?

no, we use one in another office and are satisfied.

✓ no we need our own because: (volume, security and/or timeliness factors): Geographical Separation/Security

yes What brand/model?

Monthly number of copies expected? 2,700

## 6. Do you anticipate Word Processor Requirements?

no

✓ yes, have a representative contact us.

## 7. Do you believe that your office will have any special, unusual or large supply requirements?

✓ no

yes, describe briefly